

Troubleshooting

If the portable air conditioner is not working properly, it is usually due to a minor problem that the user can handle. Before calling customer service, refer to the following chart for troubleshooting:

Problem	Possible Causes	Solutions
The air conditioner will not function at all.	The plug is not properly installed into a power outlet.	Plug the unit in properly.
	There is insufficient amperage in the power circuit to start the unit.	Check your fuses (refer to the rating label on the back of the unit for Amp draw).
The air conditioner starts and then cuts out.	The unit is too close to a wall or some other obstacle.	The unit should be at least 20" away from walls and other obstacles. Move the unit.
	The unit is covered.	The unit will overheat if the air intake or exhaust ports are obstructed. Remove the obstruction.
	The "Timer off" function was activated.	Press the power button to turn the unit back on.
	The room temperature is outside the operational range of 64° - 95°F.	Use the unit within the operational range of 64° - 95°F.
The air conditioner does not seem to cool effectively.	Room is too large.	Use the unit in a smaller room.
	There is direct sunlight into the room.	Close curtains or pull down blinds; minimize the direct sunlight into the room.
	Windows or doors are open.	Close the windows or doors.

	There are additional heat sources in the room, e.g., servers, computer equipment, etc.	Remove the additional heat sources.
	The filter is dusty or otherwise blocked.	Clean the filter.
	The air intake or exhaust ports are partially obstructed.	Remove the obstruction.
The air conditioner is too loud.	The unit is positioned on a hard, uneven floor, and is vibrating.	Move the unit onto a level, carpeted surface.
The LED display seems to show that the air conditioner is on, but it is not working.	The "Timer on" feature is activated.	Turn the unit on with the power button to deactivate the "Timer on" feature.
The unit is making some strange noises, like gurgling, swishing, hissing, "ping" noises, etc.	The unit may make these noises for any number of reasons without being defective.	If the unit is still cooling, there is nothing to worry about.